NASA Glenn Key Process Metrics*
(As of November 26, 2003)

Strategic Management (SM)

Director's Action Item Responsiveness
Tracks how promptly Glenn responds to action requests from or through the Center Director. Goal is to complete at least 80% of all such action items on time.

Revenues
Tracks the amounts and sources of Glenn funding. Goal is to increase total revenues every year.

Major Milestone Performance
Tracks performance of all milestones in the annual Center Implementation Plan. Goal is successful completion of at least 85% of all milestones.

External Customer Satisfaction
Tracks the satisfaction of key center-level customers, obtained from a bi-annual, executive survey. Goal is to continually increase customer satisfaction.

Employee Satisfaction
Tracks the satisfaction of Glenn employees, obtained from center-wide surveys. Goal is to increase employee satisfaction every year.

Center Obligations and Costing
Tracks how quickly Glenn obligates and costs its appropriated funds. Goal is to be within 5% of plan.

New Business
Tracks the value and cost of new business pursuits and captures. Goals to be set in FY2004.

Enabling Services (ES)

Enabling Services Center-Level Milestones Met
Tracks performance of Glenn's Enabling Services milestones. Goal is successful completion of at least 85% of all ES milestones.

Enabling Services Customer Satisfaction
Tracks the satisfaction of Glenn's Enabling Services customers, obtained from point-of-service surveys. Initial goal is to achieve an average response score of at least 4 (on a 1-5 scale).

Enabling Services Timeliness
Tracks the timeliness of Glenn's Enabling Services, obtained using various methods. Initial goal is to achieve an average response score of at least 4 (on a 1-5 scale).

Enabling Services Performance/Quality
Tracks the performance/quality of Glenn's Enabling Services, obtained using various methods. Initial goal is to achieve an average response score of at least 4 (on a 1-5 scale).

Safety and Health
Tracks all of Glenn's safety and health metrics. Initial goal is a score of at least 4 (on a 1-5 scale).

*Notes:
1. Glenn Key Processes may have other metrics; these are the most significant metrics at this time.
2. New GRC key process metrics are continually being developed and tested. When they become operational and have specific goals, they may be added to this list or replace existing metrics on this list.

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Program/Project Management (PPM)

PPM Milestone Technical Performance
Tracks Glenn program/project milestone technical performance. Goal is for 100% of Glenn's PPM milestones to achieve at least minimum technical success.

PPM Milestone Schedule Performance
Tracks Glenn program/project milestone schedule performance. Goal is for at least 85% of Glenn's PPM milestones to be completed on schedule.

Program/Project Cost Performance
Tracks how quickly Glenn costs its programs and projects. Goal is for at least 85% of the programs and projects reporting to the Glenn PMC to stay within 5% of their plan.

Science, Research and Technology (SRT)

Journal Articles and Conference Proceedings
Tracks the number of these Glenn publications in the ISI Web of Science. Goal is 350 per year; Lower Control Limit is 300; Upper Control Limit is 400.

New Technology Disclosures
Tracks the number of innovations reported by Glenn employees, contractors and grantees. Goal is 180 per year; Lower Control Limit is 160; Upper Control Limit is 200.

Science, Research and Technology Milestone Performance
Tracks performance of Glenn's Science, Research and Technology milestones. Goal is successful completion of at least 85% of all SRT milestones.

Science, Research and Technology Customer Satisfaction
Tracks the satisfaction of Glenn's Science, Research and Technology customers, obtained from an annual survey for both internal and external customers. Goal is to achieve an average response score of at least 4 (on a 1-5 scale).

Knowledge and Technology Transfer (KTT)

Glenn Success Stories
Tracks the number of successful applications of GRC technology. Goal is at least 50 per year.

Glenn Student Program Representation
Tracks the number of African American, Hispanic, Native American, females, and students with disabilities participating in Glenn Student Programs (including SEMAA, SHARP, NASA Plus, LERCIP College, Shadowing, and Explorers). Goal is to increase their representation by 5% using FY03 baseline data from the Educational Programs Office program participant database and the NASA Education Evaluation Information System (NEEIS).

Glenn Teacher Program Representation
Tracks the number of elementary and secondary teachers participating in Glenn teacher programs and utilizing NASA content-based Science, Technology, Engineering and Mathematics (STEM) materials. Goals will be set in FY2004.

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